

EXCEPTION REPORT #13

KPMG observed difficulties submitting Pre Order transactions to Bell Atlantic through the EDI interface.

Issue 13.1

KPMG received no response to CABS CSR Inquiry (CCSR) transactions submitted through EDI. The scenario involved was to obtain the CABS CSR for a UNE-P customer. KPMG elected to retrieve the first 20 pages of the CSR. This transaction is accomplished by populating the Billing Account Number (AN) with the carrier's relevant value and From Page (FROMPG) with the number of the first page desired.

The following table summarizes KPMG's experience with two CCSR transactions:

INQNUM	D/T Sent	Destination Box	CC	AN	FROMPG	Response
106011PM00000003*AA	5/16/00 16:14	ecx4	ZKPM	508Q050121	1	No Response
106011PM00000004*AA	6/1/00 15:01	ecx4	ZKPM	508Q050121	1	No Response

On 5/17, KPMG's Help Desk manager called the Bell Atlantic Systems Support (BASS) Help Desk in an attempt to determine the cause of the failure. Help Desk Ticket #22577 was opened as a result of this call. On 5/19, BASS responded that KPMG should resubmit the transaction using the Reseller, rather than CLEC, Company Code (CC). This resolution was not sufficient because a Reseller would not obtain a CABS CSR and the owning entity of the account in question was a CLEC.

KPMG submitted another transaction to validate the original error; this transaction also received no response. The KPMG HD Manager called BASS to open a new trouble ticket, #25669, on 6/6.

BASS responded on 6/7 that the EDI transaction submitted was missing the FROMPG tag. KPMG verified that the tag was included in the EDI file and responded to BASS. The ticket remained under investigation until 6/9, when BASS informed KPMG that the system update on 6/17 would resolve the issue.

The following table summarizes KPMG's experience with two retest transactions:

INQNUM	D/T Sent	Destination Box	CC	AN	FROMPG	Response
106011PM00000005*AA	6/20/00 16:49	ecx4	ZKPM	508Q050121	1	No Response
106011PM00000006*AA	6/20/00 17:26	ecx3	ZKPM	617Y400011	1	No Response

KPMG advised BASS of the retest failure on 6/20. BASS responded on 6/29 that the issue would be resolved through a system update to occur on 7/1.

Issue 13.2

KPMG received unexpected responses to Installation Status Request (ISR) transactions submitted through EDI. In addition, KPMG's experience submitting ISR transactions through the Web GUI conflicts with version 2.8.1 of BA-MA's Pre-Order Business Rules.

The affected fields are Type of Line Prefix (CKTTYPE), Customer Circuit Reference (CKR), and the Exchange Carrier Circuit ID (ECCKT). The notes and conditions for both CKR and ECCKT state that "Edits are based upon the CKTTYPE." KPMG has experienced that when submitting this transaction through the GUI, only one circuit ID is allowed.

KPMG submitted a GUI ISR transaction with data obtained from an LSC: ECCKT of 67/TXNU/526609/NE and BA Service Order Number of C5WG4487. This transaction returned the expected status response.

KPMG submitted several variations of that transaction through EDI. Additional information required of the EDI transaction was also taken from the LSC. The details are summarized in the following table:

INQNUM	114051PM0I000004	114051PM0I010004	114051PM0I020004
D/T Sent	6/15/00 1:13 PM	6/15/00 2:48 PM	6/15/00 3:05 PM
Box	ecx4	ecx3	ecx4
CC	ZKPM	ZKPM	ZKPM
INQTYP	I	I	I
INQACT	A	A	A
CKTTYPE	S	S	S
CKR	Blank	NEE0010653	67/TXNU/526609/NE
ORD	C5WG4487	C5WG4487	C5WG4487
ECCKT	67/TXNU/526609/NE	67/TXNU/526609/NE	67/TXNU/526609/NE
Response	Circuit ID:VK field is required but was not submitted for transaction ISR Errcode PE00000	Circuit ID is invalid Errcode ISR0002	No response received from BA

Assessment

The inability to receive CABS CSRs and/or submit ISR transactions through EDI may impede a CLEC's ability to conduct business.